

Certification Query

The Certification Query application was developed to allow the Field Office TRACS user faster access to tenant certification information. This information enables the HUD user to respond to and resolve owner/agent inquiries and perform routine Certification searches more quickly and easily.

With the implementation of the Internet applications, owners and management agents are able to access their own data at any time. Previously displayed as the Project/Contract Query link on the TRACS main menu, this link now displays as the Certification Query link. Owner and management agents may query for a certification list by contract or project and sort it by unit or name. Certifications are retrieved and displayed in groups of twenty-five certifications. The certifications displayed are limited to the most current, and all future certifications. After June 1, 2000, a user may select the Download option from the query window to download the queried data into an ASCII file for reporting purposes. Certification Query can be selected from the TRACS Main Menu.

Objectives

By the end of this chapter, you will be able to:

- Access tenant certification information
- Query a certification list by contract or project
- Sort by unit or name
- View query data from browser
- Download and print a Certification Report

From the **TRACS Certification Query** screen, click on the <u>TRACS Menu</u> link in the blue side bar to return to the TRACS Main Menu.

From the TRACS Certification Query

screen, the displays directly above the <u>User Guide</u> link as a visual to direct users to the user guide for assistance in using this application.

9.1 To access the Certification Query Screen:

From the **TRACS Main Menu**, click on the <u>Certification Query</u> link, and the **TRACS Certification Query** screen (Figure 1) displays.

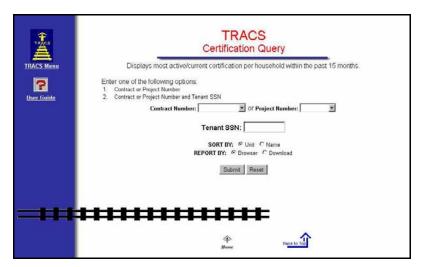


Figure 1. TRACS Certification Query Screen

A *Contract Number* or *Project Number* is used to initiate the query, and displays in the form of a drop-down list. Users can only select one *Contract Number* or *Project Number* based on property assigned to the user ID.

- *Contract Number* is the eleven-character number assigned to HAP, PAC, or PRAC contracts. These are the rental assistance agreements associated with Section 8, Section 202/162, Section 202 Capital Advance, and Section 811 Capital Advance.
- *Project Number* is the eight-character project number assigned to the subsidy type.
- The *Sort By* selection defaults to the *Unit* radio button, in which the results will be listed in Unit number order. Select the *Name* radio button to have the results listed by tenant last name in alphabetical order.
- The *Report By* selection defaults to the *Browser* radio button, in which the results will display by the Web browser. Select the *Download* option to have the results downloaded into an ASCII file.

9.2 To report a TRACS Certification Query by Browser

- 1. From the TRACS Certification Query screen, select either *Contract Number*, *Project Number*, or *SSN* in the appropriate field.
- 2. Select desired *Sort By* option.
- 3. Select Report By: Browser option.

4. Click on Submit, and the **User Login** screen (Figure 2) displays.



Figure 2. User Login Screen

- 5. Enter your *User ID* (User Name) and *Password* where indicated.
- Note: The User ID must be entered all in uppercase format and the password is casesensitive. The User ID will be your M-ID.

Click on OK, and the **TRACS Certification** screen (Figure 3) displays.

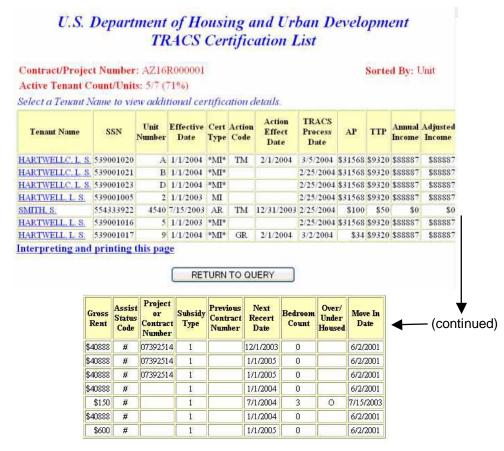


Figure 3. TRACS Certification List screen

Note: Any vouchers marked T53 status and placed in Pre-Payment Decision (PPD) for payment suspension has the current compliance percentage re-calculated daily. As tenant certifications are updated daily and compared to the Compliance standard percent set by Housing, if the recalculated percent is equal to or greater than the compliance standard percent set by Housing, then those vouchers are automatically approved and released from PPD for payment. The current counts/ratio of tenant certifications to units—as defined for the ratio and current compliance percent for the contract—is recalculated daily and displayed in the header of the TRACS Voucher Query screen and the TRACS Certification Query screen.

The initial response screen—shown in Figure 3—from the query is intended to answer some of the more immediate certification questions the user may have for a specific Project or Contract. Further explanations of the data displayed on this screen can be obtained by clicking on the **TRACS Certification** screen <u>Interpreting and Printing this</u> page link, located in the bottom left corner of the **TRACS Certification** screen.

The **TRACS Certification** screen requires the Contract/Project Number. From that, the following information is displayed:

- Tenant Name
- SSN
- Unit Number
- Effective Date
- Cert Type



Note: Asterisks (ex: *AR*) on either side of the Certification Type code indicate a discrepancy on that certification. If certification type is in bold, it denotes a future certification.

- Action Code
- Action Effect Date
- TRACS Process Date
- AP
- TTP
- Annual Income
- Adjusted Income
- Gross Rent
- Assist Status Code
- Project or Contract Number
- Subsidy Type
- Previous Contract Number
- Next Recert Date

- Bedroom Count
- Over/Under Housed
- Move In Date

Note: Definitions for all Certification Types, Action Codes, Assistance Status Codes, and Subsidy Type Codes are provided in Appendix C of this document.

6. Click on displays. and the **TRACS Certification Discrepancies** screen (Figure 4)



Figure 4. TRACS Certification Discrepancies listed by Contract/Project Number Screen

The following screen (Figure 5) displays the TRACS Certification List screen queried by Tenant SSN.



Figure 5. TRACS Certification Discrepancies listed by Tenant SSN Screen

If necessary, use the scroll bar on the far right of the screen to scroll down to view the certification information for that Project/Contract. Data is displayed horizontally across the screen.

The top section of the **TRACS Certification Discrepancies** screen displays the Project/Contract Number, and how the query is sorted.

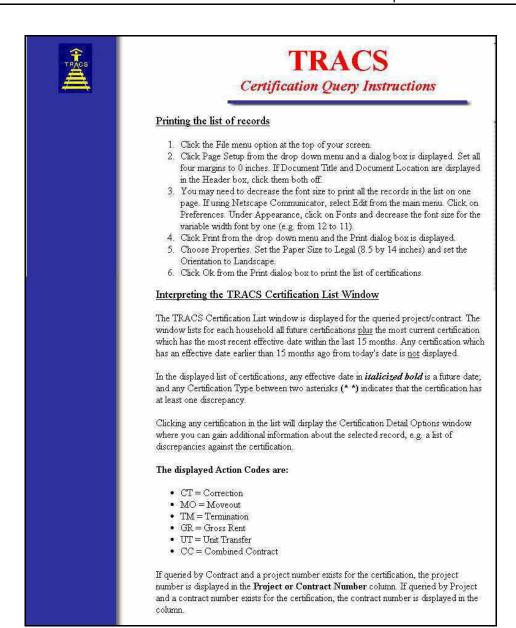


Figure 6. Certification Query Instructions (1 of 3)

Interpreting the TRACS Certification History List Window

The TRACS Certification History List window is displayed for the Tenant Name selected from the Certification List window. The window lists all available certifications for the selected household sorted by effective date, with the most recent displayed first.

Selecting a Head Tenant Name will display the TRACS Certification History Detail Options window.

The displayed Action Codes are:

- CT = Correction
- MO = Moveout
- TM = Termination
- GR = Gross Rent
- UT = Unit Transfer
- CC = Combined Contract

The displayed Assistance Status Codes are:

- $\bullet~$ N = Subsidy Type is not subject to the Non-Citizen Rule.
- F = Full Assistance while the verification of eligibility is pending. A family is in this status if any member is awaiting verification of eligibility.
- E = All members of the family are eligible under the Non-Citizen Rule. The family receives full assistance.
- C = Continued Assistance. The mixed family, resident on/before June 19,1995, qualifies for continuation of full assistance under the Non-Citizen Rule.
- P = Prorated Assistance. The family qualifies for and receives Prorated Assistance under the Non-Citizen Rule.
- T = Temporary Deferral of Termination. The family is not eligible for assistance under the Non-Citizen Rule, or the family qualifies for Prorated Assistance and elects Temporary Deferral of Termination status.

Interpreting the TRACS Certification Member List Window

The TRACS Certification Member List window is displayed when the Certification Member List option is selected from the TRACS Certification History Detail Options window. The window lists all household member information for the select Head Tenant, with the Head of the Household displayed first.

The displayed Relationship Codes are:

- D = Dependent
- F = Foster child(ren)
- H = Head of household
- K = Co-head of household
- L = Others living in the unit who are not members of the family
- $\bullet \;\; \bigcirc =$ Other adult family member whose income is counted as annual income
- S = Spouse

Figure 7. Certification Query Instructions (2 of 3)

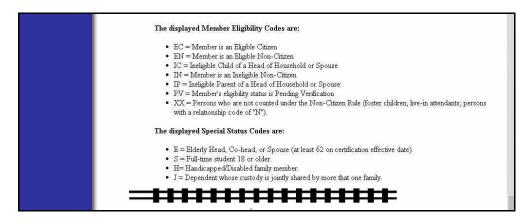


Figure 8. Certification Query Instructions (3 of 3)

9.3 To generate Certification Query Detail Options:

 From the TRACS Certification List screen, click on the <u>Tenant Name</u> link for the certification for which you want more information, and the TRACS Certification Detail Options screen (Figure 9) displays.

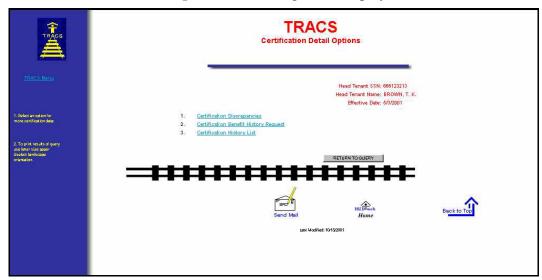


Figure 9. TRACS Certification Detail Options Screen

- 2. Click on the <u>Certification Discrepancies</u> link to retrieve a table of discrepancies for that certification (Figure 10).
 - Remember, only the certifications with asterisks in the Certification Type column have discrepancies.



Figure 10. TRACS Certification Discrepancies Screen



Note: Action Required codes are explained in Appendix C of the Industry User Guide for TRACS Internet Applications.

- 3. Click on the <u>Printing this Page</u> link to display a Help screen on how to modify your PC settings to print the screen successfully.
- 4. Click the browser's Back button to return to the **TRACS Certification Discrepancies** screen.
- Click the browser's Back button to return to the TRACS Certification Detail Options screen
- 6. Click on the <u>Certification Benefit History</u> link on the **TRACS Certification Detail Options** screen to request a Certification Benefit History report, and the **TRACS Tenant Certification Benefit History** Request screen (Figure 11) displays.

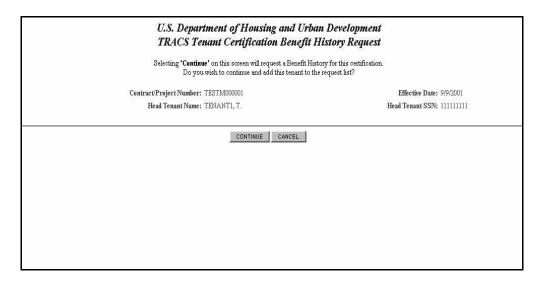


Figure 11. TRACS Certification Benefit History Request Screen

7. Click on CONTINUE to submit the Benefit History Request, and the **TRACS**Tenant Certification Benefit History Request--Request Accepted screen

(Figure 12) displays.

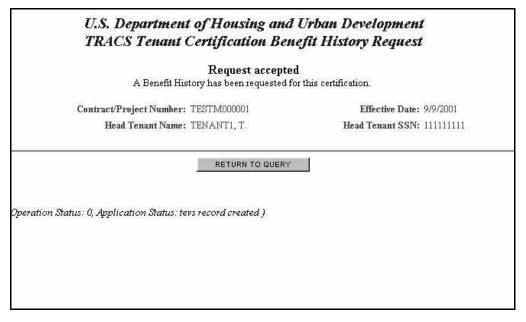


Figure 12. TRACS Certification Benefit History Request-Request Accepted Screen

OR

If history has already been requested for this certification, the **TRACS Tenant** Certification Benefit History Request-Request Denied screen (Figure 13) displays.

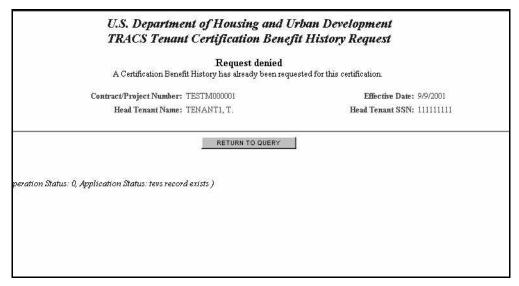


Figure 13. TRACS Certification Benefit History Request-Request Denied Screen



Note: These reports are run on a monthly basis by the TASS team at REAC. When the reports are run, your requested report will be sent to your TRACS mailbox.

- 8. Click the browser's Back button to return to the **TRACS Certification Benefit History Request** screen.
- 9. Click the browser's Back button again to return to the **TRACS Certification Detail Options** screen.
- 10. Click on the <u>Certification History</u> link on the **TRACS Certification Detail Options** screen, and the **TRACS Certification History List** screen (Figure 14) displays.

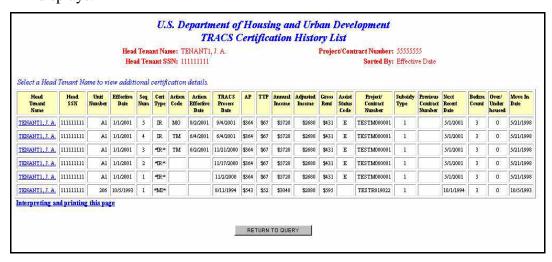


Figure 14. TRACS Certification History List Screen

11. Click on the <u>Head Tenant Name</u> link, and the **TRACS Certification History Detail Options** screen (Figure 15) displays.



Figure 15. TRACS Certification History Detail Options Screen

12. Click on the <u>Certification Discrepancies</u> link, and the **TRACS Certification Discrepancies** screen (Figure 16) displays.



Figure 16. TRACS Certification Discrepancies Screen

13. Click on RETURN TO QUERY to return to the **TRACS Certification Query** screen, where a new project number, contract number, or SSN can be selected.

OR

Click the browser's Back button to return to the **TRACS Certification History Detail Options** screen.

14. Click on the <u>Certification Member List</u> link on the **TRACS Certification History Detail Options** screen, and the **TRACS Certification Member List**screen (Figure 17) displays.

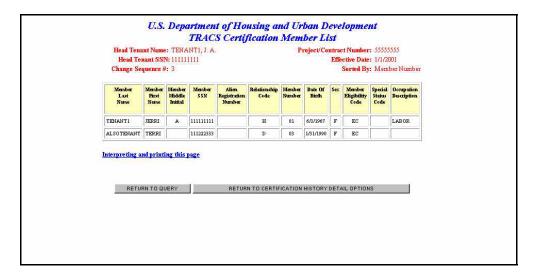


Figure 17. TRACS Certification Member List Screen

- 15. Click on the browser's Back button to return to the **TRACS Certification History Detail Options** screen.
- 16. Click on RETURN TO CERTIFICATION HISTORY DETAIL OPTIONS to return to the TRACS Certification History Detail Options screen.

 OR

Click on RETURN TO QUERY to return to the **TRACS Certification Query** screen, where a new project number, contract number, or SSN can be selected.

9.4 To display additional certifications for a Project or Contract:

From the TRACS Certification List screen, click on display the next 25 certifications for the Project or Contract, and the TRACS Certification Query No More Certifications Found screen (Figure 18) displays when all certifications have been displayed.

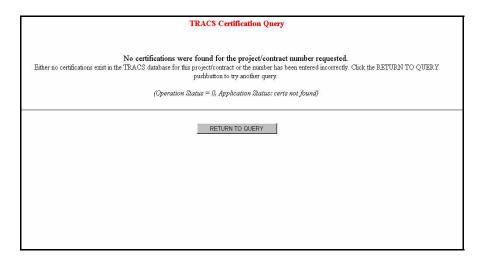


Figure 18. TRACS Certification Query-No Certifications were found Screen

9.5 To Report a TRACS Internet Certification Query by Download:

- 1. From the **TRACS Certification Query** screen, enter either *Contract Number*, *Project Number*, or *SSN* in the appropriate field.
- 2. Select desired *Sort By* option.
- 3. Select Report By: Download option.
- 4. Click on Submit, and the **TRACS Certification List** screen (Figure 19) displays.



Figure 19. TRACS Certification List for Download Screen

5. Click on the <u>Please click here to download report</u> link, and a **Security Warning** screen (Figure 20) displays.

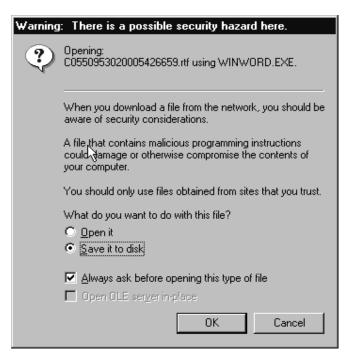


Figure 20. Security Warning Screen

6. Click on the radio button next to <u>Save it to disk</u> to name and save the file to your hard drive.

If a query is submitted using the *Report By: Download* function on the query screen, the data is reported in ASCII file format, which is downloaded to your PC's hard drive. The ASCII file is comma delimited so the user may import the data into such database packages as Microsoft Access or Microsoft Excel. The *Header Field Names* display at the beginning of the downloaded file and are separated by commas. Following the *Header Field Names* is the data returned from the query. The data displays in the order of the *Header Field Names* (Figure 21).



Note: A new field, Active Certification, was added to the Certification Download in the August 26, 2005 TRACS release. The Active Certification field appears if records are searched by Contract Number or Project Number.

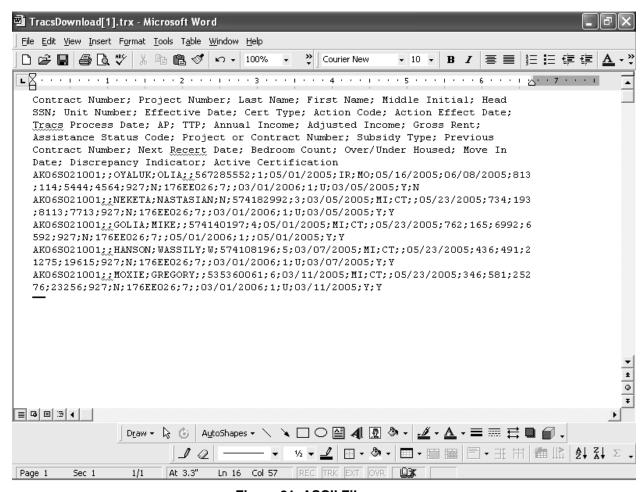


Figure 21. ASCII File